

CHANGE
NHS

**Help build a
health service
fit for the future**

Change NHS Survey

Tell us what you think



**This is an Easy Read survey.
You might need help to read this.**

October 2024

About this survey



We are the Health and Social Care department in the **Government**.

Government means the group of people in charge of the country.

We help the Government to make sure people can live long and healthy lives.



We are writing a 10 Year Health Plan to fix the problems in the **NHS**.

The **NHS** is the **National Health Service** which gives free healthcare to everyone in the UK.

To write our plan we need to find out what people think about NHS services in England.



It is important that everybody can have a say about the NHS. For example, patients, carers, staff, and the public.

This survey will help us understand what needs to change in the NHS.



You do not need to answer every question.

You can ignore some questions if you cannot or do not want to answer them.

For example, if you do not work in the NHS you can leave the questions for NHS staff.

What is good and bad about the NHS



Question 1

What are the best things about the NHS?

Please tell us 3 things.

It is OK if you can only think of 1 or 2.



Question 2

What are the biggest problems for the NHS?

Please tell us 3 things.

It is OK if you can only think of 1 or 2.



The 2024 NHS Report



A Government report found problems in the NHS and said they must be fixed in the next 10 years.

Question 3

Have you had any of these problems?

You can tick more than 1 box.



Hard to see the GP or get an appointment

A long wait to get a community health service like see a nurse or get physiotherapy

A long wait for help with mental health

A long wait at A&E (accident and emergency)



A long wait to go to hospital

A long wait to get treatment for an illness

Health and care not working together

Bad communication from a health service



Bad quality care

Cannot get the right treatment from NHS

Other. Please tell us what in the box below.

The 2024 NHS Report



Question 4

What 3 problems are the most important to fix?

Please only tick 3 boxes.



Hard to see your GP or get an appointment

A long wait to get a community health service like see a nurse or get physiotherapy

A long wait for help with mental health

A long wait at A&E (accident and emergency)

A long wait to go to hospital



A long wait to get treatment for an illness

Health and care not working together

Bad communication from a health service

Bad quality care



Cannot get the right treatment from NHS

Other. Please tell us what in the box below.

3 big changes



Most people working in health and care agree that we need 3 big changes in the NHS.

The 3 changes are



Change 1

Move more care from hospitals to communities



Change 2

Use more technology in health and care



Change 3

Do more to stop illnesses before they happen

The next 3 questions are about these changes.

Change 1

Move more care from hospitals to communities



This means people would get more tests, scans, treatments and therapies nearer home. For example, at their local GP practice, health centre or pharmacy.

Hospitals can then help more people who are very ill or who have an emergency.



Question 5

Do you think moving care from hospitals to the community can make health and care better?

Tell us why you think this.



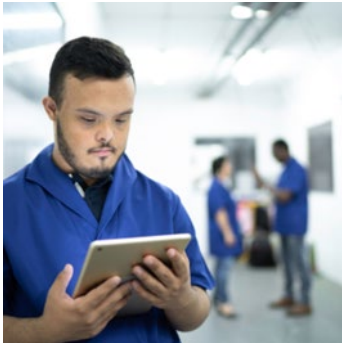
Question 6

Does anything worry you about people getting more care in the community?

Tell us why you think this.

Change 2

Use more technology in health and care



Using more technology in health and care could help us in a big way.



Question 7

Tell us how you think technology can be used to make health and care better.



Question 8

Does anything worry you about using more technology in health and social care?

Tell us why you think this.

Change 3

Do more to stop people getting ill



This means helping people to live healthy lives.

For example, helping people to eat healthy food and exercise more.

If you live a healthy life, you are less likely to get sick.



Question 9

Tell us about any ways you think this change can help people to stay healthy and independent for longer.



Question 10

Does anything worry you about doing more to stop people getting sick?

Tell us why you think this.

Tell us about when you use the NHS



Question 11

Please tell us about a time you used a health or care service.

Or what you think about health and care services.



Tell us about what was good and bad.

You can tell us as much as you like.

Ideas to make the NHS better



Do you have any ideas for how to change the NHS and make it better?

You can tell us as many ideas as you like. If you need more space you can send them in an email.



Question 12

What is your idea?



Question 13

How will your idea help? Who will it help?



Question 14

How long do you think your idea will take?

1 to 2 years

2 to 5 years

More than 5 years

I do not know

How happy you are with the NHS



Question 15

How happy or unhappy are you with how the NHS is run?



Very happy

Quite happy

OK

Quite unhappy

Very unhappy



Question 16

Have you used these NHS services in the last year? You can tick as many as you like.

GP

Hospital

NHS 111

Other emergency services

Mental health service

Sexual health service

Dentist

Pharmacy and prescription for medicine

No I have not used any in the last year

Other service. Please tell us in the box.

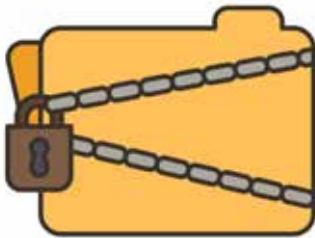
About you



It is very important that the 10 Year Plan includes everyone's ideas and experiences.

We are asking the next questions to make sure we are listening to everyone.

Not to find out who you are.



Your answers are **anonymous**.

This means no one can find out who you are.

Your answers are **confidential**.

This means your answers are private.



Question 13

How old are you?

You can write your age in the box below.

Or tick the box if you do not want to say.

I do not want to say



Question 14

Are you male or female?

Your answer might not be the same as what it says on your passport.

Male

Female

I do not want to say

About you



Question 15

Is your **gender** the same as when you were born?

Yes

No

I do not want to say

If no, please put your gender in the box.



Question 16

Tell us what area you live in, like your town or county. Or tick one of the boxes below.

I do not live in the UK

I do not want to say



Question 17

Please write the 1st half of your postcode in the box. Do not write the whole postcode.

We will not use this to find out who you are. You do not have to give us your postcode.

About you

Question 18

Which ethnic group are you?

White English, Welsh, Scottish
or Northern Irish

White Irish

White Gypsy or Irish Traveller

White Other

Mixed White and Black Caribbean

Mixed White and Black African

Mixed White and Asian

Mixed Other

Asian or Asian British Bangladeshi

Asian or Asian British Chinese

Asian or Asian British Indian

Asian or Asian British Pakistani

Asian or Asian British Other

Black or Black British African

Black or Black British Caribbean

Black or Black British Other

Other ethnic group Arab

I do not want to say

If you said other, tell us in the box.



About you



Question 19

Do you have a disability? Tick as many as you need to.

No. I do not have a disability

I have a learning disability or difficulty

I am neurodivergent like autism or ADHD

I have hearing or sight loss or sensory impairment

I have a physical or mobility disability

I have a mental health illness like anxiety

I have been ill for a long time

I do not want to say



Question 20

Are you a **carer**?

A family **carer** is anyone who cares for someone because they are ill or disabled and need support. Carers are not paid and can be children or adults.

No I am not a carer

Yes for a child

Yes for a parent

Yes for a partner like a husband or wife

Yes for someone in your family

Yes for a friend

Yes for a neighbour

What you think about this survey



Question 21

What did you think of this survey?

Tell us below. You can tell us things like how easy or hard the survey was to do.



Question 22

How did you hear about the survey?

Radio

Television

Social media - Facebook, Instagram or X

Online adverts

Friends, family or workmates

Email newsletter

Newspaper or magazine

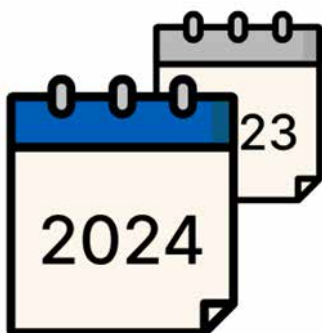
Event in your community

Website or blog

GP practice

Hospital

Other. Please tell us in the box below.



Question 23

Have you worked for a health or care organisation in the last year?

Yes

No. Please go to page 22

No but I have worked in health or care before. please go to page 22

I do not want to say. Please go to page 22

Questions for health or care workers

Only answer these questions if you have worked for a health or care organisation in the last year.



Question 24

What type of health or care organisation do you work for? For example, a charity or hospital.

I do not want to say



Question 25

What area of England do you work in?

I do not want to say



Question 26

What is your job? For example, healthcare assistant, cleaner, student, support worker.

I do not want to say



Question 27

How long have you been doing health and care work? This can include other jobs doing the same kind of work.

I do not want to say

Good things and bad things about your job



Question 28

What are the best things about your job?

Please tell us 3 things.

It is OK if you can only think of 1 or 2.



Question 29

What are the hardest things about your job?

Please tell us 3 things.

It is OK if you can only think of 1 or 2.



Problems to fix at work



Question 30

Which of these problems do you think is most important to fix in the 10 Year Health Plan?

You can tick 3 boxes.



Staff not happy in their jobs

Discrimination at work like racism and bullying

Not enough staff

Staff not staying in their job for long

Stressful place to work

Bad mental health

Too much work

Too much paperwork

Broken or old equipment and technology

Working hours are hard to change

Bad training

Different teams not working together

Patients needing lots of support

Other. Please tell us what in the box below.



Anything else about working in the NHS



We want to learn from your experiences of working in health and care.

We can use this in the 10 Year Health Plan for England.



Question 31

Is there anything else you think is important to tell us? These could be

- Things you and your team find hard
- Things we should change
- Things your team does well and we should know about

Tell us which part of the NHS this is about.

What happens next



When you have finished, please email your survey to changeNHS@thinksinsight.com

Or post it to
Thinks Insight and Strategy
West Wing
Somerset House
London WC2R 1LA



We will use your answers to write our 10 Year Health Plan.

We will put this on our website
www.change.nhs.uk



If you have any questions about this survey you can email us on
changeNHS@thinksinsight.com



You can write to us at
Thinks Insight and Strategy
West Wing
Somerset House
London WC2R 1LA.

Thank you to the experts by experience who checked this Easy Read.